

Fundamentals of process improvement

This course is strongly recommended for all employees who are involved in quality improvement committees and teams. You will learn the important principles, methods, and tools to help your improvement teams be successful.

Tuesday, Oct. 8	Wednesday, Oct. 9	Tuesday, Oct 15
Instructors: Lauren Smith & Debbie Dick Shuster	Instructors: Lauren Smith & Debbie Dick Shuster	Instructor: Debbie Robinson & Debbie Dick Shuster
Time: 8:30 to 4:30	Time: 08:30 to 04:30	Time: 08:30 to 04:30
<p>Topic: FOCUS-PDCA</p> <p>Morning</p> <ul style="list-style-type: none"> ◆ Overview ◆ Find a process to improve ◆ Organize a team who understands the process ◆ Tools: brainstorming, affinity diagram, opportunity statement <p>Afternoon</p> <ul style="list-style-type: none"> ◆ Clarify knowledge of the process ◆ Uncover root cause of variation ◆ Tools: flowchart, cause-effect diagram, pareto diagram, creativity tools 	<p>Topic: Process Improvement Methods and tools</p> <p>Morning</p> <ul style="list-style-type: none"> ◆ Uncover root cause of variation ◆ Data collection ◆ Select the process improvement ◆ Plan the improvement ◆ Do the improvement, collect data ◆ Check the results and lessons learned ◆ Act to hold the gain ◆ Tools: priority matrix, check sheet and data sheet <p>Afternoon</p> <ul style="list-style-type: none"> ◆ Application Exercise ◆ Questions, work applications, summary 	<p>Topic: Working in Teams and Facilitating Meetings</p> <p>Morning</p> <ul style="list-style-type: none"> ◆ Teams: ◆ Life cycle of teams ◆ Roles & responsibilities of team members ◆ Facilitation: ◆ Role of being a facilitator <p>Afternoon</p> <ul style="list-style-type: none"> ◆ Achieving open and direct communication ◆ Meeting management ◆ Dealing with difficult people ◆ Moving the process along

- ◆ **Registration deadline is September 23, 2002**
- ◆ All sessions will be in the 2nd and Seneca Building, 14th floor Conference Room, 1191 – 2nd Avenue, Seattle.
- ◆ The course is free on first come, first serve basis. Contact Debbie Dick Shuster, QI Coordinator to register 296-4638. Debora.shuster@metrokc.gov
- ◆ There will be many interactive exercises throughout the training to learn and practice the skills being taught.
- ◆ Wondering if you should go to all sessions? It is possible to break some of the days up. If you have no previous training, we recommend all sessions.